Project Success Center (PSC) - 2017

Who We Are:

An 11-member PSC building the foundation for the project management standards, tools, reporting, and training for all State agencies.

Our Mission:

Our mission is to improve the Project Management processes, tools and communications between IOT and state agencies, to assist and guide agencies that perform project management activities, and to enhance large project delivery across the state of Indiana.

Our long-term vision is to create a common project management environment for all State Agencies, to centralize and standardize project document formats, guidelines, tools, reporting, and training to enhance on-time and on-budget project delivery and to enhance decision making capabilities through timely and accurate project status reporting.

Department: 493030

Managers: Diane Kelly and Bill Baker

When We Were Formed:

January 2015. One of the CIO's Key Goals for IOT is to professionalize project management and partner with IOT's customers (state agencies). Team created to develop and implement Project Management best practices in specific areas within IOT.

The team was expanded in September, 2017 to include statewide Large Project Delivery focus to include standard, consistent reporting, Independent Verification and Validation (IV&V) management, Project Assurance (PA) services, and senior level strategic consulting, and Request for Proposals (RFPs), response, and contract review and guidance.

What We Do:

Project Management	Use the consistent Project Management Framework developed by the PSC and MS Project Online customized by the PSC to further enhance project delivery and visibility.
Monitor High Cost Projects	Develop processes/methods to assist Agencies' efforts to manage system, software, and application development projects that exceed $1M. Contract and manage independent validation and verification teams for evaluation and reporting compliance. Develop, distribute and collect standard project cost and milestone monitoring tool from Agencies. Provide project assurance services in lieu of IV&V where appropriate.
Change Management	Develop processes to ensure standardized methods and procedures are used for efficient and prompt handling of all changes to control project scope, schedule and cost to minimize the impact of any related changes to the projects' product/service delivery.
Risk & Issue Management	Develop processes to minimize the number and severity of potential problems through enhanced risk identification, management, and mitigation strategies. Reduce the adverse impact of issues and prevent recurrence of incidents related to these errors through clear escalation processes and extensive contingency planning.
Quality Assurance	Report and remediate issues where inter-group procedures are not followed. Review and enhance procedures, policies and tools when appropriate.
Functions	Harmonize State PM practices, expand PM training, refine PM environment, tools and standards. Incorporate State Agency PMOs/PMs activity to provide guidance and support. Develop and socialize a comprehensive Project Framework. Develop and socialize project processes and tools. Develop and expand large project capabilities.

Our Products:

1182a	Project Manager Senior
1182b	Project Manager Standard
1182c	Project Management Specialist

Our Tools:

vFire	Ticket Management and SLA Measurement/Project Intake
MS Project Online	Project planning, management, and dashboard reporting
MS Sharepoint Online	Project team management and information sharing
Proj. Classification Assessment	Project priority, complexity, and risk scoring
Hammerhead	Project and portfolio reporting
Power BI	Project and portfolio reporting

Our Metrics:

Project Budget Tracking/Performance
Project Schedule Tracking/Performance
Project Scope Tracking/Performance
Project Resource Availability/Usage
Project Completion by Agency

Our Team:

The team consists of 1 PSC Director, 1 Deputy CAO – Large Project Delivery, 8 Project Managers, and 1 Project Coordinator.

Our Customers:

State agencies that use any project management service or any infrastructure/core service provided by the Indiana Office of Technology. State agencies that have large information technology projects requiring IV&V, PA, large project reporting, and other strategic consulting requirements.

Major Accomplishments:
- Created a project dashboard for all State IT projects to be visible to stakeholders.
- Enhanced MS SharePoint Online project sites to enhance project management capabilities and information consumption.
- Created a project classification tool to determine Risk, Complexity and Priority for all State IT projects.
- Implemented Microsoft Project Online as our Project and Portfolio Management Solution and migrated all IOT projects.
- Migrated projects for multiple agencies to Microsoft Project Online.
- Created and implemented new IOT PSC Project Management Process and a 10 volume project management framework.
- Established a Project Portfolio Review Board to review and prioritize all new and ongoing projects.
- Implemented round 1 of time entry for IOT resources via MS Project Online to manage and plan IOT resource capacity.
- Extended service offering for large IT project delivery across the state of IN and strategic project management consulting.
- Created large IT project reporting capability and process and migrated all large IT projects in execution to dashboard.
- Established Project Assurance service.
- Enhanced IV&V documentation and process and rolled out IV&V management services.

Current Activities:
- Managing IOT projects and partnering with agencies on projects with IOT requirements
- Developing and conducting PM standardization training with/for Agencies
- Developing and delivering MS Project Online training to IOT PMs, Resource Managers, Leadership, and Team Members
- Continue to train and rollout IOT time entry using MS Project Online
- Partnering with agencies to expand MS Project Online usage and to enhance project management knowledge and practices through training, mentoring, and support
- Expanding PA, IV&V management, and large project reporting services